

Getting repairs and decorating done

If you need repairs doing to your home, there is help available to you whether you are a home owner, council tenant or private tenant. You can use the links below to jump the content that is most helpful to you.

- [Find Reliable Tradespeople online](#)
 - [Getting repairs done for Housing Association Tenants](#)
 - [Getting repairs done – Private Tenants](#)
 - [Getting repairs done – Private Homeowners](#)
 - [Help with the cost of maintenance and repairs](#)
 - [Other Useful Information](#)
-

Find reliable tradespeople online

You can use these websites to find a registered and competent tradespeople, electricians or gas engineers in your area.

- [Buy with confidence](#) – find businesses which have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way.
 - [Checked and Vetted](#) – find vetted tradespeople online
 - [Checkatrade.com](#)
 - [Electrical Competent Person](#) – find registered electricians
 - [Gas Safe Register](#) – find registered Gas Engineers
 - [Local Heroes](#) – a new website directory backed by British Gas. They offer local tradesmen such as plumbers, and heating engineers but are trying to build their directory to include tilers and decorators.
 - [Ratedpeople.com](#) is a website where you can find a reliable tradesperson near you to carry out work on your home.
 - [TrustMark](#) – find vetted and reliable tradespeople
 - [Which? Trusted Traders](#) – find builders, plumbers, gardeners or mechanics that have been assessed and checked by Which? trading standards professionals, before being endorsed.
 - [Trust a Trader](#) – find a reliable trader in your area and leave feedback
-

Getting repairs done for Your Homes Newcastle (Council) Tenants

[Repairs Centre – Newcastle City Council](#) can organise and carry out repairs to your home. Most repairs will be carried out within five working days but may take longer if specialist parts are needed.

Many council tenants believe that the council automatically insures their furniture, belongings and decorations against fire, theft, vandalism or water damage – this is not the case. Tenants are advised to take out household contents insurance either through a scheme arranged by Newcastle City Council or by making their own private arrangements.

[Byker Community Trust](#) carry out repairs for their tenants. You can report repairs online, email, in person or by phone. They are responsible for most repairs to your home. Some repairs are the tenants own responsibility, For example, if you lose your keys need new door locks, you will be charged for this work. They will tell you if you have to pay for your repair.

Getting repairs done – Private Tenants

If you need repairs doing to your home, your landlord is usually responsible for carrying out and paying for most general repairs and maintenance. However, you should check your tenancy agreement in case you are responsible for some repairs.

[Housing Advice Centre](#) or [Shelter North East](#) can provide someone to go through your tenancy agreement with you if you need help.

See [Having problems with home maintenance](#) for more information, including what to do if you're having trouble getting your landlord to do the work.

Getting repairs done – Private Homeowners

[Helping Hand](#) through Newcastle City Council Home Improvement Team can provide homeowners on low incomes with low cost loans to help you carry out repairs or essential home improvements. if you are eligible for a loan, they will also help with the following:

- Advice on how to carry out home maintenance, preventative and improvement works
- Work out what the work may cost if a contractor is required, and to investigate the options for funding the work
- Choose a suitable contractor and to get fair estimates for the work, and to manage the contractor while works are being carried out.
- Decide whether staying put or moving home offers the better solution for your needs.

[CareHub](#) offers a local service to older people who need extra help around the home with small Maintenance jobs.

If you need some extra help to arrange a tradesperson, [Checked and Vetted](#) can offer more than the straightforward signposting via their hotline telephone service. For example they can:

- contact the tradesmen on your behalf
- arrange quotes

- arrange for the most suitable tradesmen to do the job
 - and arrange any aftercare required.
-

Help with the cost of maintenance and repairs

There is help available if you are struggling to cover the cost of maintaining your home. Options may include local authority loans and grants, lifetime mortgages, private and charitable funding or a combination of these.

Helping Hand through Newcastle City Council Home Improvement Team, can provide homeowners on low incomes with advice and low cost loans to help them carry out repairs or essential home improvements.

If you own your property and are prepared to invest some of what it is worth to pay for the work, you may want to look at remortgaging or considering an **equity release scheme**.

Other Useful Information

- **Adapting your home** and **Care at home** – guides from Age UK
- **Help with Heating Problems and How to Pay for Them**
- **Affordable electrical goods**
- **How to Pay for Adaptations to your Home**

Last updated: May 27, 2020

Useful Organisations

Citizens Advice Newcastle (CAN)

Website: <http://citizensadvice-newcastle.org.uk>

Telephone: 0191 229 2750

Address: 4th Floor, City Library, NE1 8AX

Your Homes Newcastle Community Housing Offices

Email: yhn@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 278 8600

Address: YHN House, NE7 7LX

Shelter North East

Email: shelternortheast@shelter.org.uk

Website: www.shelter.org.uk

Telephone: 0344 515 1601

Address: 140-150 Pilgrim Street, NE1 6TH

Housing Advice Centre – Newcastle City Council

Email: housingadvicecentre@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness/what-do-if-you-need-housing-advice-or-are-homeless>

Telephone: 0800 1707 008

Address: City Library,

Your Homes Newcastle (YHN) Support and Progression team

Email: EUSS@yhn.org.uk

Website: www.yhn.org.uk

Telephone: 0191 277 1190

Address: YHN House, NE7 7LX

Repairs Centre – Newcastle City Council

Email: repairs@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/housing/council-housing-and-affordable-homes/repairs-centre>

Telephone: 0191 278 7878

Address: Repairs Centre, NE2 1AL

Five Lamps

Email: Info@fivelamps.org.uk

Website: www.fivelamps.org.uk

Telephone: 0300 111 0556

Address: Eldon Street, TS17 7DJ

Care and Repair England

Email: info@careandrepair-england.org.uk

Website: <http://careandrepair-england.org.uk/>

Telephone: 0115 950 6500

Address: Care & Repair England, NG3 2EG

Helping Hand

Email: homeimprovementteam@newcastle.gov.uk

Website: www.helpinghandnortheast.org.uk

Telephone: 0191 211 5836

Smarterbuys

Email: info@smarterbuys.org.uk

Website: www.smarterbuys.org.uk

Telephone: 0191 5656216

Electrical Competent Person

Email: info@electricalcompetentperson.co.uk

Website: <http://www.electricalcompetentperson.co.uk/>

Telephone: 0191 5656216

Gas Safe Register

Website: <http://www.gassaferegister.co.uk/>

Telephone: 0191 5656216

TrustMark

Email: info@trustmark.org.uk

Website: <http://www.trustmark.org.uk/>

Telephone: 0333 555 1234

Address: Arena Business Centre , RG21 4EB

Checked and Vetted

Email: enquiries@checkedandvetted.com

Website: www.checkedandvetted.com

Telephone: 0191 651 1165

Address: 4th Floor Dobson House, NE3 3PF

YHN Housing Services @ East End

Email: eastend@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 278 1566

Address: 83-85 Shields Road, NE6 1DL

YHN Housing Services @ Kenton

Email: northkenton@yhn.org.uk

Website: <https://www.yhn.org.uk/kenton-community-hub>

Telephone: 0191 278 8600

Address: The Kenton Centre, NE3 3QJ

YHN Housing Services @ Outer West

Email: outerwest@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 277 7940

Address: Outer West Customer Service Centre, NE5 2QZ

YHN Housing Services @ West End

Email: westend@yhn.org.uk

Website: <https://www.yhn.org.uk/contact-us/key-contacts/yhn-housing-services/>

Telephone: 0191 277 1484

Address: West End Customer Service Centre, NE4 9JH

Rated People

Website: <http://www.ratedpeople.com>

Telephone: 0191 277 1484

Address: 30 Dukes Place, EC3A 7LP

Checktrade.com

Email: contact@checktrade.com

Website: <http://www.checktrade.com/>

Telephone: 0333 0146 190

Which? Trusted Traders

Website: <http://trustedtraders.which.co.uk/>

Telephone: 029 2267 0000

CareHub

Email: info@fergusonlodge.co.uk

Website: <http://www.fergusonlodge.co.uk/>

Telephone: 0845 370 6123

Address: Ferguson Lane, NE15 7PL

Buy With Confidence

Email: admin@buywithconfidence.gov.uk

Website: <https://www.buywithconfidence.gov.uk/>

Telephone: 01392 383 430

Address: Trading Standards, EX2 4QD

Trust a Trader

Email: admin@trustatrader.com

Website: <http://www.trustatrader.com/>

Telephone: 01438 870096

Address: 5 Meadway Court, SG1 2EF

Byker Community Trust

Email: enquiries@bykerct.co.uk

Website: www.bykercommunitytrust.org

Telephone: 0800 533 5442

Address: 17 Raby Cross, NE6 2FF

Related Articles

[Help with gardening](#)

[How to pay for adaptations to your home](#)

[Home adaptations, equipment and aids](#)